Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
California Portal Steering Committee

Date: February 28, 2006
Time: 9:00 – 11:00 a.m.
Location: LC II, Room 340

Attendees:

☒ Neal Albritton (DOR)	☐ Steve Branson (DHS)	☐ Steve Clemons (CEAP)
☐ Mary Fernandez (SPB)	☒ Donna Freeman (FTB)	☐ Theresa Giles (DHS)
☐ Daniel Gullahorn (SCIO)	☐ John Jewell (CSL)	☒ Patrick Johnson (DOR)
☒ Anamarie Malone (DTS)	☒ Liz Mechem (Insurance)	☒ Claudina Nevis (SCIO)
☒ Kristine Ogilvie (CSL)	☒ Rob Quigley (SCIO)	☐ Deborah Schwartz (CRB)

Review Minutes from Previous Meeting   **Kris Ogilvie**

The team reviewed and approved the February 21, 2006 minutes with no changes. It was noted that Daniel Gullahorn is working on the Governor's reelection campaign and no longer with the State CIO's Office; his name will be removed from the working group roster.

Working Definitions   **Kris Ogilvie**

The working group definitions were reviewed with no questions or comments.

Recommendation on FTB Template   **Working Group**

Accessiblity: The FTB templates were not viewable by Neal. He now has unzip capabilities. Anamarie will send him the FTB templates in html for him to review. There was some discussion of the use of html or xhtml and which we should use as the standard. Rob mentioned that xhtml was currently industry best practice. It was noted that we had decided to have two versions of the templates – advanced and basic. A question arose as to whether training would be needed to train state webmasters on xhtml.

Usable by Developers: Anamarie has a staff member working on making the templates usable to developers who do not have or who are no proficient in Dreamweaver.

Usability: Donna reviewed the DOR RFO, but found no usability components in the RFO. She is in the process of gathering info to compare the procedure FTB used in creating its templates to the draft new design procedures.

Outstanding Questions: None.

Purpose and Definition   **Working Group**

The definitions of accessibility, usability, and findability were approved with minor changes as follows.

Accessibility

Definition: Accessibility is defined as the ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Purpose: To create Web pages that are operable by and usable to individuals who have varying levels of ability and disability and which are not restricted by their primary language or reliance on assistive technology.

Usability

Definition: Usability is a quality attribute that assesses how easy user interfaces are to use.

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(Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003,
http://www.useit.com/)

Purpose: To make sure something works well; that a person of any ability and experience can use something for its intended goal.

Findability

Definition: "Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval."
-Peter Morville
www.Findability.org
"You can't use what you can't find."

Purpose: The purpose of findability is to allow people to locate the information that they are looking for in an easy, efficient, and intuitive manner with as few steps as possible.

Top Level Standards, Guidelines, and Best Practice   Working Group

Neal passed around a very large document of accessibility guidelines and standards that combined Priority I and II W3C guidelines with section 508 standards. Two separate sections will contain those section 508 standards that did not fit within the W3C guidelines and a Priority III W3C that will contain "should do, but don't have to do" guidelines. The final document will contain hyperlinks to sections in W3C that gives tips on how to implement the standard or guideline. Neal will email a copy of the document to everyone for review.

Donna provided a copy of the FTB's usability guidelines and best practices. She is checking with HFI to see if there are any copyright issues before she mounts it to the web for us to use. From this list, the team will have to determine which best practices should be standards and guidelines. The possibility of creating a checklist for agencies to use was brought up. Neal suggested that a checklist for agencies that combined accessibility and usability be created.

Kris talked briefly about the elements that in findability for which she is pulling together best practices and guidelines as well as some of the new trends such as folksonomies. These include: Taxonomies, thesauri, and metadata.   Anamarie thought it would be a good idea to complete the long metadata document that is on the webmasters' Webpage.

Open Forum – Recommendations From Team   All

In the open forum we discussed our top objective (templates) and some of the recommendations that should be considered such as where to put the accessibility information notice, whether the search box should be left blank or not, usability, etc.

Action Items   Kris Ogilvie

ACTION: *Complete the accessibility Guidelines*
          Assigned To: *Neal Albritton and Patrick Johnson*
          Due: *March 7, 2006*

ACTION: *Send the templates to DOR for accessibility review once they are converted to html.*
          Assigned To: *Anamarie Malone*

     Due: March 7, 2006

ACTION: Lay out the usability practices used when it created its new Website.
    Assigned To: Donna Freeman
    Due: March 7, 2006
ACTION: Validate the new design procedures.
    Assigned To: Donna Freeman
    Due: March 7, 2006

ACTION: Perform a proof of concept using the templates on the State CIO's website.
    Assigned To: Donna Freeman, Anamarie Malone, Claudina Nevis
    Due: March 7, 2006

Next Steps   **Kris Ogilvie, Debbie Schwartz**
Next IOUCA Meeting: March 14, 2006
        OPR (1400 Tenth Street), Room 202
        9:00 – 11:00 a.m.